



## **New York City District Council of Carpenters** **Training Center**

395 Hudson Street, 2<sup>nd</sup> Floor, New York, NY 10014  
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[www.nyccarpenterstrainingcenter.org](http://www.nyccarpenterstrainingcenter.org)

James Hayes  
Director of Training

Rich Wong  
Executive Director

### **Member Services Representative**

**DEPARTMENT:** Carpenters Training Center

**POSITION REPORT TO:** Director of Training

**FLSA STATUS:** Non-Exempt

**DIRECT REPORTS:** Operations Manager

The salary range for this position is between \$35K-40K

**POSITION PURPOSE:** The purpose of this position is to assist the receptionist with helping members who call and come to the front desk window. They will also perform an assortment of administrative duties along with special assignments at the Carpenters Training Center.

### **ESSENTIAL JOB FUNCTIONS:**

- In person and phone registration for over 20,000 + members for over 20 Journey level courses. Maintain wait lists for all courses.
- Notify apprentices and Journey level members for scheduled classes through e-mail, text message and voice calls. For specialty courses, notify members by mail. File Journey level attendance sheets.
- Assist all members with questions or concerns that they may have about their hours, classes, certifications, level, status, place on wait list, expiration dates, etc. and printing out their master reports as needed.
- Assist any other employee or supervisor as needed.
- Assist with conducting all orientations associated with the hiring of new apprentices.
- Create flyers for upcoming events and announcements at the Carpenters Training Center and distributing accordingly.
- Data entry –students contact information, status, completed classes, and grades.
- Maintain members email addresses so they can be notified of their class schedules.
- Prepare and disperse robo calls, text messages and emails for certain classes.
- Preparing electronic reports required for T.R.A.I.N. and CTC administration as requested.
- Prepare all class handouts, attendance sheets and forms for CTC classes.

- Assist scheduling conflicts for apprentice classes and reschedule as necessary.
- Various typing projects for staff and students (letters, student correspondence, memorandums, graduation lists. Etc.)
- Assist with Shop Steward certification, class and evaluation inquiries.
- Assist with Grandfathered certifications, paperwork and card printing for members.

**REQUIREMENTS/EDUCATION:**

- Associated Degree Preferred
- 2-5 year administrative experience.

**OTHER SKILLS & ABILITIES:**

- Skilled in Microsoft Office programs including Excel, Word, Publisher, PowerPoint, Outlook, etc.
- Excellent written and verbal communication skills.
- Ability to handle multiple projects and activities at once.
- Attention to detail
- Ability to learn new technology systems.
- Experience with TRAIN preferred.
- Ability to attend special events, evening hours
- Ability to travel for training

They New York City District Council of Carpenters Training Center offers competitive salaries and comprehensive benefits. The Carpenters Training Center is an equal opportunity employer and encourages applications from all qualified candidates regardless of gender, race, ethnicity, age, sexual orientation, marital status, religion, or disability. M/F/D/V Interested candidates should submit a cover letter and resume to [resume@nyccbf.org](mailto:resume@nyccbf.org).